



MARYLAND HEALTH CARE COMMISSION
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MHCC 12-006
EXPERIENCE OF CARE SURVEYS FOR MARYLAND NURSING HOMES

QUESTIONS & RESPONSES #2

Question: Regarding the software, if MHCC owns the software, can the contractor still retain the right to use it.

Response: That has never been a problem; it is done through a request basis, but has never been a problem.

Question: Is there an incumbent contractor? Is a subcontractor wedded to one prime contractor or can that subcontractor be with more than one contractor? Who are the firms on the phone, listening in?

Response: No incumbent contractor. A subcontractor can affiliate with more than one contractor. At the end of the meeting, the staff will provide you with information on the firms that called in.

Question: Do the return surveys need to be kept as a hard copy or can they be retained as an electronic copy?

Response: Hard copy.

Question: Regarding the content of the survey and the questions themselves, will the questions be provided by MHCC or will there be developmental work as well?

Response: MHCC will provide all the questions on the survey.

Question: Is there a possibility that responders can do it by web?

Response: No; web responses are permitted as an adjunct, non-compensable opportunity, but the survey must be conducted on paper.

Question: What is the state of the contact list that is used for the family and the resident? In terms of IRB approval, it is assumed that the vendor would be managing that and that MHCC has already done something that has allowed nursing homes to share the contact information with the vendor.

Response: That list is currently provided by the nursing homes and is required by law to be maintained by the nursing homes; the list has not been a problem in the past. As part of the communication plan, the vendor will communicate directly with the nursing homes regarding when that list is supplied which will include current residents as well as recently discharged residents. There are times that the vendor will have to get back to nursing homes because of the quality of care list. MHCC is a government agency and as a contractor working for MHCC, the law allows us to have access to all information.

Question: Is there an approximate number of surveys?

Response: In the past, there have been 18, 000 of the family surveys mailed. The anticipated amount is in the RFP and is smaller at approximately 8,000-10, 000.

Question: I did see in the RFP that 18,000 is the amount used. Wanting to get a 50% survey response rate, is that about 100% of the eligible cases that you mail out?

Response: Yes.

Question: Are the nursing homes required to maintain files in a standard format?

Response: Absolutely not.

Question: How does MHCC define “Goal” in MBE Goal of 25% and the sub-goals; is this a requirement or is this just a goal for the vendor to try to achieve.

Response: Requirement.

Question: Is there a contractor that has done this work in the past, and if so, who was that contractor.

Response: Yes, Market Decisions.

Question: Has it been decided which Living Wage Tier is to be used for out-of-state employees?

Response: Sharon Wiggins stated this has changed so she will do some research and will get back to vendors on this question.

Clarification:

State Finance and Procurement Article §18-102(d) gives authority to the Agency Head to determine the Tier level for out of state vendors. The MHCC therefore, has determined that Tier Level 1 should be set for this contract.

Question: Have the subgoals for the project.... given the difficulty of having a 6-month time frame on such a large project?

Response: Yes, the subcontractor goals are a new addition this year.

Question: If there are there firms that are certified in multiple dimensions and that single MBE firm be counted in all eligible dimensions? For example if Asian and female MBE firm, can the MBE firm be counted in both dimensions? The way the solicitation is currently written, firms can be counted in multiple dimensions if they are certified in multiple dimensions.

Response: MHCC will get clarification on this.

Question: Are questions from CAHPS going to be used in this survey?

Response: Yes, that is the plan as of today.

Question: What was the amount of the latest contract?

Response: The four year contract ending on June 30, 2010 total adjusted price was \$775,900.

Attached is the link for the statewide 2010 Results as mentioned by Carol Christmyer in the Pre-Bid conference.

<http://mhcc.maryland.gov/consumerinfo/longtermcare/nhfamilysatisfactionreports/statewide.pdf>. Also attached is the Statewide 2009 Results Report.